



# Community Informational Flyer

## San Bernardino County Dec. 2010/Jan. 2011 Winter Storm Event

This informational flyer provides contact information for local resources that are available to residents who may have been affected by the recent December 2010 Winter Storms. At this time there is no Federal Individual Assistance program available to support private property owners. Property owners, however, are encouraged to photograph and document any damage to their property and any repairs that are made in the event assistance becomes available. Until such time when a program may become available by federal agencies, residents are encouraged to access the services below if needed.

### **County services for all San Bernardino County residents** **(Cities/Towns, unincorporated areas)**

- **San Bernardino County Assessor's Office:** Property owners may be eligible for a reassessment of property where damage has exceeded \$10,000. This important exemption should be filed as quickly as possible. Assessor Dennis Draeger has added to the Assessor's Office website a special link for victims of the disaster with necessary forms to claim an exemption under the tax code's appropriate provisions. For more information visit the website, [www.sbcounty.gov/assessor](http://www.sbcounty.gov/assessor) or call toll-free at 1-877-885-7654.
- **San Bernardino County Department of Behavioral Health:** If you are feeling emotionally distressed and would like to talk with someone, the Department of Behavioral Health ACCESS numbers are 909-381-2420 and 888-743-1478. The Access line is a call center comprised of mental health professionals that provide widespread linkage to a wide range of services. Crisis services, referrals and resources are available to you around the clock, 24/7, 365 days a year. Additional information is available at <http://www.sbcounty.gov/dbh>.
- **San Bernardino County Building and Safety:** County Building and Safety will respond to requests for assessments and evaluations and can guide victims through the permit process for repairing and rebuilding storm damaged structures. Property owners may contact the County Building and Safety office at (909) 387-4244.
- **San Bernardino County Health and Human Services:** Human Services Transitional Assistance Department (TAD) may be able to provide potential assistance to affected families, provided they are current recipients of Cash Aid (CalWORKs), and household items were lost/destroyed due to flood, or Food Stamps (Cal Fresh), if they suffered loss of their food purchased with these benefits. If any families were made homeless due to the events, they may be eligible to apply for Homeless Assistance (HA). They would, however, need to meet all eligibility criteria for Cash Aid (CalWORKs) prior to any determination and potential issuance. The number for the Del Rosa office (near Highland) is (909) 475-8561. To locate a different office, visit the TAD website <http://hss.sbcounty.gov/hss/tad> or call 2-1-1.
- **San Bernardino County Public Works Department:** For information on debris and erosion control, emergency measures to protect a home from flooding and what to do after flooding, visit the County Public Works website at <http://www.sbcounty.gov/dpw/floodcontrol/default.asp>.

- **San Bernardino County Department of Public Health:** (800) 782-4264, <http://www.sbcounty.gov/dph>. For information please visit the above website and mouse over the "Programs & Services" link, then the "Preparedness & Response" link. Also, the State of California has waived fees for replacement of birth and death records lost in the December/January Storms.
  - Birth and Death Records - (909) 381-8990
  - WIC - (800) 472-2321
  - Immunizations - (800) 722-4777
  - Animal Care and Control - (800) 472-5609
- **Arrowhead Regional Medical Center:** If you lost your medicine or prescription in the storms, the San Bernardino County hospital is providing expedited replacement of these items. Simply go to the Emergency Room at Arrowhead Regional Medical Center located at 400 N. Pepper Avenue, Colton, CA, 92324, and explain that you lost your medicines/prescriptions in the storms and the doctors there will give you a brief exam and replace your lost items.

### **Other information**

- The State of California, per an executive order issued by the State, has waived all fees for storm victims should they need to replace their driver's license, identification card, vehicle registration certificate, or certificate of title.
- Storm Conditions: <http://www.weather.gov/sandiego>
- County Road Closure Information/DPW Link: [www.sbcounty.gov/dpw](http://www.sbcounty.gov/dpw)
- The information below is provided to assist in reporting damage to your home caused by the winter storm:
  - If you live in a City/Town and have damages, report them to your City/Town's office of emergency services.
  - Homeowners, renters and business owners should contact their insurance companies to determine what may be covered.
  - For general information and referrals, dial 211.
  - If the requested service or other information is needed from the State of California access the California Emergency Management Agency (Cal EMA) website at [www.calema.ca.gov](http://www.calema.ca.gov).

### **Non-Government services for all residents**

- **American Red Cross:** (909) 888-1481, Monday-Friday, 8 a.m. – 5 p.m. The American Red Cross provides Disaster Relief assistance to those affected by disaster.

**Dial 2-1-1 (or 1-888-435-7565) or visit [www.211sb.com](http://www.211sb.com) for free and confidential information and referrals 24-hours a day, 7-days a week.**

- **Food / clothing / shelter / counseling / crisis services / health & dental care / elder assistance / and much more**

January 7, 2011